



03-11-05 803 3629
HEWLETT-PACKARD COMPANY
Intellectual Property Administration
P.O. Box 272400
Fort Collins, Colorado 80527-2400

PATENT APPLICATION

ATTORNEY DOCKET NO. 10006799-1

IN THE
UNITED STATES PATENT AND TRADEMARK OFFICE

Inventor(s): Alysia Wurst

Confirmation No.: 6674

Application No.: 09/820,457

Examiner: Tan Dean Nguyen

Filing Date: 3/28/2001

Group Art Unit: 3629

Title: Systems And Methods For Utilizing Printing Device Data In A Customer Service Center

Mail Stop
Commissioner for Patents
PO Box 1450
Alexandria, VA 22313-1450

TRANSMITTAL LETTER FOR RESPONSE/AMENDMENT

Sir:

Transmitted herewith is/are the following in the above-identified application:

- (X) Response/Amendment () Petition to extend time to respond
() New fee as calculated below () Supplemental Declaration
(X) No additional fee
() Other: _____ (fee \$ _____)

CLAIMS AS AMENDED BY OTHER THAN A SMALL ENTITY						
(1) FOR	(2) CLAIMS REMAINING AFTER AMENDMENT	(3) NUMBER EXTRA	(4) HIGHEST NUMBER PREVIOUSLY PAID FOR	(5) PRESENT EXTRA	(6) RATE	(7) ADDITIONAL FEES
TOTAL CLAIMS		MINUS		=	X	\$
INDEP. CLAIMS		MINUS		=	X	\$
[] FIRST PRESENTATION OF A MULTIPLE DEPENDENT CLAIM					+	\$
EXTENSION FEE	1ST MONTH	2ND MONTH	3RD MONTH	4TH MONTH		\$
OTHER FEES						\$
TOTAL ADDITIONAL FEE FOR THIS AMENDMENT						\$

Charge \$0.00 to Deposit Account 08-2025. At any time during the pendency of this application, please charge any fees required or credit any overpayment to Deposit Account 08-2025 pursuant to 37 CFR 1.25. Additionally please charge any fees to Deposit Account 08-2025 under 37 CFR 1.16 through 1.21 inclusive, and any other sections in Title 37 of the Code of Federal Regulations that may regulate fees. A duplicate copy of this sheet is enclosed.

"Express Mail" label no. EV 549 909 081 US

Date of Deposit 3/10/05

I hereby certify that this is being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 CFR 1.10 on the date indicated above and is addressed to: Commissioner for Patents, Alexandria, VA 22313-1450.

By Carly Taylor
Typed Name: Carly Taylor

Respectfully submitted,

By William J. Breen, III

Attorney/Agent for Applicant(s)
Reg. No. 45313

Date: 3/14/05



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Application Serial No.09/820,457
 Confirmation No6674
 Filing Date March 28, 2001
 5 Inventor..... Borg et al.
 Applicant..... Hewlett-Packard Company
 Group Art Unit3629
 ExaminerNguyen, Tan D
 Attorney's Docket No. 10006799-1
 10 Title: "Systems and Methods for Utilizing Printing Device Data in a Customer
 Service Center"

RESPONSE TO OFFICE ACTION DATED DECEMBER 10, 2004

To: Commissioner of Patents and Trademarks,
 P.O. Box 1450
 15 Alexandria, VA 22313-1450

 From: Thomas A. Jolly
 Hewlett-Packard Company
 Intellectual Property Administration
 20 1000 NE Circle Blvd.
 Corvallis, OR 97330-4239

This communication is in response to the Office Action dated December
 10, 2004, for which a three-month shortened statutory period for response is set
 25 for March 10, 2004. Please amend the above-identified application in
 accordance the directions set forth below.

Amendments to the Claims are reflected in the listing of claims which
 begin on page 2 of this paper.

Remarks begin on page 10 of this paper.